Sensor Report

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Monthly Sensor Support Report – November-2021

For FREEDOM HEALTH

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Author(s): Patrick Choh

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Architecting Your Success

Document Change History

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| 1.0 | Document created | 06-Sep-2021 | Patrick Choh |
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|  |  |  |  |

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| Roger Betancourt | Freedom Health |
| Cintra Support Team | Cintra |

Escalation and communication Hierarchy

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
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Table of Contents

1.0 Introduction 4

1.1 Supported Architecture Diagram 5

2.0 Summary Indicators - Hosts 6

2.1 Status Summary – col-afcccms-01.freedomh.com 6

2.2 Status Summary – prodoraoda01.freedomh.com 7

2.3 Status Summary – prodoraoda02.freedomh.com 8

2.4 Status Summary – col-cloragc-01.freedomh.com 9

3.0 Summary Indicators – Databases 10

3.1 Monthly Operational Summary – col-afcccms-01.freedomh.com 10

3.2 Monthly Operational Summary – prodoraoda01/02.freedomh.com 11

3.3 Monthly Operational Summary – prodoraoda01/02.freedomh.com 12

3.4 Monthly Operational Summary – prodoraoda01/02.freedomh.com 13

3.5 Monthly Operational Summary – prodoraoda01/02.freedomh.com 14

4.0 Operational Summary 15

4.1 col-afcccms-01.freedomh.com 15

4.2 prodoraoda01/02.freedomh.com 16

4.3 prodoraoda01/02.freedomh.com 17

4.4 prodoraoda01/02.freedomh.com 18

4.5 prodoraoda01/02.freedomh.com 19

5.0 Utilization Charts 22

5.1 col-afcccms-01.freedomh.com--Utilization 22

5.2 prodoraoda01.freedomh.com--Utilization 23

5.3 prodoraoda02.freedomh.com--Utilization 24

5.4 col-cloragc-01.freedomh.com--Utilization 25

6.0 Availability Charts 26

6.1 col-afcccms-01.freedomh.com--Availability 26

6.2 col-cloragc-01.freedomh.com--Availability - 26

6.3 prodoraoda01.freedomh.com--Availability 27

6.4 prodoraoda02.freedomh.com-- Availability 27

7.0 Availability Performance Indicators 28

8.0 Service Performance Indicators 29

9.0 Service Summary Charts 30

Incidents and Alert Statistics 300

10.0 Monthly Incident/Problem Log 31

11.0 Monthly Change Control 32

11.0 Risk Register 33

This monthly service report summarizes the database support and monitoring activities for FREEDOM Health and the following environments.

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Host** | **Database** | **Role** | **Location** | **Schedule** | **Providing** |
| col-afcccms-01.freedomh.com | AFCCCMSP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | BHIKODMP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | GTIKODXP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | GTIKODMP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/02.freedomh.com | BHAXODMP | Primary Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | GTIKODMP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | BHIKODMP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | BHAXODMP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| alt-oradbmir-02.freedomh.com | AFCCCMSP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| droraoda01/02.freedomh.com | GTIKODXP\_DR | Standby Database | FL | Weekly / Reactive | Maintenance and Support |
| col-cloragc-01.freedomh.com | CLEMPRD | Repository Database | FL | Weekly / Reactive | Maintenance and Support |
| prodoraoda01/prodoraoda02 | GORARP01 | Archival database | FL | Weekly / Reactive | Maintenance and Support |

1.1 Supported Architecture Diagram

Diagram

Description automatically generated

2.0 Summary Indicators - Hosts

2.1 Status Summary – col-afcccms-01.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 83 days |  |
| Availability | Planned Downtime | Server uptime is 83 days |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Disk space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Constant memory utilization observed lower than warning threshold [85%] on both nodes. |  |
| Operational | Monitoring Status | VM server/Database is monitored via both OEM and Cintra standard scripts. No open issues |  |
| Proactive Maintenance | OS Patch Status | Server is up to date with Oracle recommended patch level. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

2.2 Status Summary – prodoraoda01.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 111 days |  |
| Availability | Planned Downtime | Server uptime is 111 days |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Disk space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Constant memory utilization observed lower than warning threshold [85%] on both nodes. |  |
|  |  |  |  |
| Operational | Monitoring Status | VM Server/Database is monitored via both OEM and Cintra standard scripts. No open issues |  |
| Proactive Maintenance | OS Patch Status | Server is up to date with Oracle recommended patch level. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

2.3 Status Summary – prodoraoda02.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 111 days. |  |
| Availability | Planned Downtime | Server uptime is 111 days. |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Database space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Memory/CPU utilization under threshold [85%] on node. |  |
|  |  |  |  |
| Operational | Backups Execution Status | Server/Database backups are successful and maintained as per retention. No open issues |  |
| Operational | Monitoring Status | Server/Database monitored via both OEM and Cintra standard scripts. No open issues |  |
|  |  |  |  |
| Proactive Maintenance | OS Patch Status | Server is up to date with Oracle recommended patch level. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

2.4 Status Summary – col-cloragc-01.freedomh.com

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Server uptime is 15 days. |  |
| Availability | Planned Downtime | Server uptime is 15 days. |  |
| Capacity | Server File System | Server space usage less than warning threshold 90% |  |
| Capacity | Database Storage | Database space usage less than warning threshold 85% |  |
|  |  |  |  |
| Server Performance | CPU/Memory Performance | Memory/CPU utilization under threshold [85%] on node. |  |
|  |  |  |  |
| Operational | OMS & Agent Status | OMS and Agents are up and in sync |  |
|  |  |  |  |
| Proactive Maintenance | OS Patch Status | Patched are up to date. |  |
|  |  |  |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

3.0 Summary Indicators – Databases

AFCCCMSP : col-afcccms-01

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 83days(s), 5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 83day(s), 5 hour(s) on Node1 |  |
| Availability | Remote DR status | DR environment up and sync with production. |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage reaching warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is not up to date with recommended patch level. Current patch level is 11.2.0.4.190716 |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + Review ASM usage over next period and discuss at service review meeting
* Operational/Service
  + None
* Maintenance/Patching
  + Database patching recommended but not able to proceed due to application constraints. Known problem

BHIKODMP : prodoraoda01/ prodoraoda02

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 111 day(s), 5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 111 day(s), 5hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

Recommendations/Comments

* Availability
  + None
* Capacity/Performance
  + None
* Operational/Service
  + None
* Maintenance/Patching
  + None

**GTIKODMP : prodoraoda01/ prodoraoda02**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 111 day(s) 5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 111 day(s), 5 hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

**BHAXODMP : prodoraoda01/ prodoraoda02**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for 111 day(s),5hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for 111 day(s),5hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

**GTIKODXP : prodoraoda01/ prodoraoda02**

|  |  |  |  |
| --- | --- | --- | --- |
| **Category** | **Managed Element** | **Comments** | **Indicator** |
| Availability | Unplanned Downtime | Database up for on 111 day(s),5 hour(s) on Node1 |  |
| Availability | Planned Downtime | Database up for on 111 day(s),5 hour(s) on Node2 |  |
| Availability | Remote DR status | DR environment up and sync with production. Current lag 10 minutes |  |
|  |  |  |  |
| Capacity | Physical Database Storage | Disk space usage is below warning threshold 85%. |  |
| Capacity | Logical Database Storage | Tablespaces usage observed beyond 85% and fixed. |  |
|  |  |  |  |
| Performance | Database Performance | Database performance never impacted. No issues observed. |  |
| Performance | Application Performance | Application performance never impacted. No issues observed. |  |
|  |  |  |  |
| Change Record | Configuration Changes | No configuration changes |  |
|  |  |  |  |
| Operational | Backups Execution Status | All backups are successful and retained as per policy. |  |
| Operational | Monitoring Status | Database is monitored using OEM and Cintra standard scripts |  |
|  |  |  |  |
| Proactive Maintenance | Database Patches | Database is up to date with recommended patch level. Current patch level is 19.8.0.0.200714 |  |

4.0 Operational Summary

col-afcccms-01.freedomh.com: AFCCCMSP

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | AFCCCMSP |
| Backups Process | RMAN |
| Backup Schedule | Rman full backup daily at 17:15 PM |
| Backup Runtime | 1.31 MINUTES |
| Backup Size | About 75 GB |
| Backup Retention | RMAN-1 copy |
| Location of Last Backup | /u08/AFCCCMSP/RMAN/CURRENT/ |
| **Standby** |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| **Stats** |  |
| Dictionary Stats Schedule | Every Sunday of week 04:30 AM |
| Dictionary Stats Runtime | 10 Minutes |
| Schema Stats Schedule | Every Sunday of week 03:30 AM |
| Schema Stats Runtime | 2hrs 30 minutes |
| **Maintenance** |  |
| Housekeeping | Executed |

prodoraoda01/ prodoraoda02.freedomh.com: BHIKODMP

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | BHIKODMP |
| Backups Process | RMAN |
| Backup Schedule | Rman Full backup daily at 03:15 |
| Backup Runtime | 03 seconds |
| Backup Size | 84 Gb |
| Backup Retention | RMAN –4 days |
| Location of Last Backup | /u03/app/oracle/fast\_recovery\_area/BHIKODMP\_PR |
| **Standby** |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| **Stats** |  |
| Dictionary Stats Schedule | Every Saturday of week 09:30 AM |
| Dictionary Stats Runtime | 10 Mins |
| Schema Stats Schedule | Every Sunday of week 09:30 AM |
| Schema Stats Runtime | 1 Hrs |
| **Maintenance** |  |
| Housekeeping | Executed |

**prodoraoda01/ prodoraoda02.freedomh.com: GTIKODMP**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | GTIKODMP |
| Backups Process | RMAN |
| Backup Schedule | Rman Full/INCR backup daily at 02:35 AM |
| Backup Runtime | 44 MINUTES |
| Backup Size | 2.595 TB |
| Backup Retention | REDUNDANCY 1 |
| Location of Last Backup | /u03/app/oracle/fast\_recovery\_area/GTIKODMP\_PR/ |
| Standby |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| col-oragc-01-OEM | Maintenance and Support |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 11:30 AM |
| Dictionary Stats Runtime | 15 Minutes |
| Schema Stats Schedule | Every Sunday of week 11:30 AM |
| Schema Stats Runtime | 3-4 Hrs |
| Maintenance |  |
| Housekeeping | Executed |

**prodoraoda01/ prodoraoda02.freedomh.com: BHAXODMP**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | BHAXODMP |
| Backups Process | RMAN |
| Backup Schedule | Rman full backup daily at 00:05 AM |
| Backup Runtime | 45 minutes |
| Backup Size | 2.78TB |
| Backup Retention | RMAN - 7 Days |
| Location of Last Backup | /Oraclebackups/RMAN/ODA\_PROD/BHAXODMP/rman/CURRENT |
| Standby |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| col-oragc-01-OEM | Maintenance and Support |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 10:15 AM |
| Dictionary Stats Runtime | 15 Minutes |
| Schema Stats Schedule | Every Sunday of week 10:15 AM |
| Schema Stats Runtime | 5-6 Hrs |
| Maintenance |  |
| Housekeeping | Executed |

**prodoraoda01/ prodoraoda02.freedomh.com: GTIKODXP**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | GTIKODXP |
| Backups Process | RMAN |
| Backup Schedule | Rman full/Incr backup daily at 1:05 AM |
| Backup Runtime | 47 MINS |
| Backup Size | 3.5 TB |
| Backup Retention | REDUNDANCY 1 |
| Location of Last Backup | /u03/app/oracle/fast\_recovery\_area/GTIKODXP\_PR |
| Standby |  |
| DR in sync | IN-SYNC |
| Monitors Running | Every 15 Minutes |
| col-oragc-01-OEM | Maintenance and Support |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 14:05 PM |
| Dictionary Stats Runtime | 15 Minutes |
| Schema Stats Schedule | Every Sunday of week 14:05 PM |
| Schema Stats Runtime | 2-3 Hrs |
| Maintenance |  |
| Housekeeping | Executed |

**col-cloragc-01:CLEMPRD**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | CLEMPRD |
| Backups Process | RMAN |
| Backup Schedule | Rman Incr backup daily except Saturday (Full Backup) at 21:30 PM |
| Backup Runtime | 2 minutes |
| Backup Size | 41 GB |
| Backup Retention | REDUNDANCY 1 |
| Location of Last Backup | /u01/app/oracle/fast\_recovery\_ area |
| Standby |  |
| DR in sync | N/A |
| Monitors Running | N/A |
| col-oragc-01-OEM | N/A |
| Stats |  |
| Dictionary Stats Schedule | Every Saturday of week 09:30 AM |
| Dictionary Stats Runtime | 5 Minutes |
| Schema Stats Schedule | N/A |
| Schema Stats Runtime | N/A |
| Maintenance |  |
| Housekeeping | Executed |

**prodoraoda01/02:** **GORARP01**

|  |  |
| --- | --- |
| **Indicator** |  |
| **Backups** | GORARP01 |
| Backups Process | RMAN |
| Backup Schedule | Rman Full backup Every at 04:45 |
| Backup Runtime | 5 minutes |
| Backup Size | 368 GB |
| Backup Retention | REDUNDANCY 1 |
| Location of Last Backup | /u03/app/oracle/fast\_recovery\_area/ |
| Standby |  |
| DR in sync | N/A |
| Monitors Running | N/A |
| col-oragc-01-OEM | N/A |
| Stats |  |
| Dictionary Stats Schedule | N/A |
| Dictionary Stats Runtime | N/A |
| Schema Stats Schedule | N/A |
| Schema Stats Runtime | N/A |
| Maintenance |  |
| Housekeeping | Executed |

5.0 Utilization Charts

**Colour Meaning**

* No shade => Below threshold i.e. [Value < 80%]
* Yellow Shade => Warning threshold [95% > Value > 80%]
* Pink Shade => Critical threshold [Value > 95%]

col-afcccms-01.freedomh.com

**CPU Utilization**Chart

Description automatically generated**Memory Utilization**

A picture containing chart

Description automatically generated

**Disk Utilization**  
Graphical user interface, application, Word

Description automatically generated

**prodoraoda01.freedomh.com**

**CPU Utilization**

Graphical user interface, chart, scatter chart

Description automatically generated

**Memory Utilization**

Chart, scatter chart

Description automatically generated

**Disk Utilization**

Graphical user interface, chart

Description automatically generated

**prodoraoda02.freedomh.com**

**CPU Utilization**

Graphical user interface, chart, scatter chart

Description automatically generated

**Memory Utilization**

A picture containing chart

Description automatically generated

**Disk Utilization**

Graphical user interface, application

Description automatically generated

**col-cloragc-01**

**CPU Utilization**

Chart, histogram

Description automatically generated

**Memory Utilization**

Graphical user interface, chart

Description automatically generated

**Disk Utilization**

Graphical user interface, application

Description automatically generated

6.0 Availability Charts

col-afcccms-01.freedomh.com

Chart, bubble chart

Description automatically generated

**col-cloragc-01**

Chart

Description automatically generated with medium confidence

**prodoraoda01** Chart

Description automatically generated

**prodoraoda02**

Chart

Description automatically generated with low confidence

7.0 Availability Performance Indicators

|  |  |  |  |
| --- | --- | --- | --- |
| **Host Availability (30 Day Month = 43,200)** | **Outage Minutes** | **Outage %** | **Availability**  **%** |
| col-afcccms-01.freedomh.com | 0 | 0 | 100% |
| prodoraoda01.freedomh.com | 0 | 0 | 100% |
| prodoraoda02.freedomh.com | 0 | 0 | 100% |
| Total | 0 | 0 | 100% |

|  |  |  |  |
| --- | --- | --- | --- |
| **Database Availability (30 Day Month = 43,200)** | **Outage Minutes** | **Outage %** | **Availability**  **%** |
| AFCCCMSP | 0 | 0 | 100% |
| BHIKODMP | 0 | 0 | 100% |
| GTIKODMP | 0 | 0 | 100% |
| BHAXODMP | 0 | 0 | 100% |
| GTIKODXP | 0 | 0 | 100% |
| Total | 0 | 0 | 100% |

8.0 Service Performance Indicators

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident Response/Resolution Counts** | **P1** | **P2** | **P3** |
| Number of Incidents/Faults in Month | 1 | 10 | 0 |
| Number of Incidents/Faults Responded within SLA | 1 | 10 | 0 |
| Number of Incidents/Faults Not Responded within SLA | 0 | 0 | 0 |
| Number of Incidents/Faults Resolved within SLA | 1 | 10 | 0 |
| Number of Incidents/Faults Not Resolved within SLA | 0 | 0 | 0 |

|  |  |  |  |
| --- | --- | --- | --- |
| **Incident Response/Resolution Percentages** | **P1** | **P2** | **P3** |
| Percentage of Incidents/Faults in Month | 1 | 10 | 0 |
| Percentage of Incidents/Faults Responded within SLA | 100% | 95% | 0 |
| Percentage of Incidents/Faults Not Responded within SLA | 0 | 5% | 0 |
| Percentage of Incidents/Faults Resolved within SLA | 0 | 100% | 0 |
| Percentage of Incidents/Faults Not Resolved within SLA | 0 | 0 | 0 |

9.0 Service Summary Charts

Incidents and Alert Statistics

Graphical user interface, application

Description automatically generated  
  
Graphical user interface

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10.0 Monthly Incident/Problem Log

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| --- | --- | --- | --- | --- | --- |
| **Ticket No** | **Created Date** | **Priority** | **Engineer** | **Status** | **Description** |
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| LEVEL2 | 01-Aug-2021 | P2 | Pankaj | Closed | FRDM>> LEVEL2-FRDM-OEM EM Incident: Warning:New: - Archiver hung errors have been found in the alert log.. |
| LEVEL1 | 01-Aug-2021 | P1 | Pankaj/Sumit | Closed | FRDM>>LEVEL1-FRDM- Incident: Critical:New: - Agent is unable to communicate with the OMS |
| LEVEL2 | 02-Aug-2021 | P2 | Chaitanya | Closed | FRDM >> LEVEL2-FRDM-OEM EM Incident: Warning:New: - db\_recovery\_file\_dest\_size |
| LEVEL1 | 02-Aug-2021 | P1 | Sumeet/Raj | Closed | FRDM>> LEVEL1-FRDM-OEM EM Incident: Critical:New: - Agent Unreachable (REASON = Unable to connect to the agent at https://droraoda02.freedomh.com |
| LEVEL1 | 02-Aug-2021 | P1 | Raj | Closed | FRDM >> Re: LEVEL1-FRDM-OEM EM Incident: Critical:New: - The archiver hung at time/line number |
| LEVEL1 | 03-Aug-2021 | P1 | Pankaj | Closed | FRDM>> LEVEL1-FREEDOM-AFCCCMSP\_DR-DR-Standby Monitor. |
| LEVEL1 | 03-Aug-2021 | P1 | Pankaj/Raj | Closed | FRDM: DR environments disabled from now on |
| LEVEL2 | 04-Aug-2021 | P2 | Sumeet | Closed | FRDM>>LEVEL2-FRDM-OEM EM Incident: Warning:New: - Filesystem /u03/app/oracle |
| LEVEL1 | 11-Aug-2021 | P1 | Sumeet | Closed | FRDM >> BHAXODMP export |
| LEVEL1 | 14-Aug-2021 | P1 | Chaitanya/Ravneet | Closed | FRDM >> Standby Issue BHAXODMP |
| LEVEL2 | 15-Aug-2021 | P2 | Sumeet | Closed | FRDM>> LEVEL2-FRDM-OEM EM Incident: Warning:New: - The value of Flash Recovery Area % Used for /u03/app/oracle/fast\_recovery\_area/ is 91 |
| LEVEL2 | 16-Aug-2021 | P2 | Pankaj | Closed | FRDM>> LEVEL2-FRDM-OEM EM Incident: Warning:New: - Tablespace [USERS] is [85 percent] full |
| LEVEL1 | 17-Aug-2021 | P1 | Sumit/Nishant | Closed | FRDM >> Re: LEVEL1-FRDM-OEM EM Incident: Critical:New: - Metrics Blocking Sessions Count is at 6 |
| LEVEL1 | 18-Aug-2021 | P1 | Mahendra | Closed | FRDM>>LEVEL1-FRDM-ODA-DR-RMAN ON-PREM FULL BACKUP Error occurred during backup of BHAXODMP\_PR database. |
| LEVEL1 | 19-Aug-2021 | P1 | Nishant/Raj | Closed | FRDM>> LEVEL1-FRDM-DATABASE-HXODAFCT\_TST-Datapump Backup Error occurred during backup of HXODAFCT database. |
| LEVEL1 | 20-Aug-2021 | P1 | Chaitanya | Closed | FRDM >> LEVEL1-FRDM-OEM EM Incident: Critical:New: - Filesystem / has 8.85% available space |
| LEVEL1 | 21-Aug-2021 | P1 | Asad | Closed | FRDM>>LEVEL1-FRDM-SensorMON\_ODA-prodoraoda01-Error executing /opt/oracle/oak/bin/odaadmcli. |
| LEVEL1 | 23-Aug-2021 | P1 | Ravneet | Closed | FRDM>> LEVEL1-FRDM-ODA-DR-RMAN ON-PREM FULL BACKUP Error occurred during backup of GTIKODXP\_PR database. |
| LEVEL1 | 25-Aug-2021 | P1 | Shiv | Closed | FRDM >> LEVEL1-FRDM-SensorMONDB-prodoraoda01-BHAXODMP-Oracle Tablespaces Reaching Storage limits. |
| LEVEL2 | 26-Aug-2021 | P2 | Pankaj | Closed | FRDM>>LEVEL2-FRDM-OEM EM Incident: Warning:New: - Tablespace [SYSAUX] is [85.01 percent] full |
| LEVEL1 | 30-Aug-2021 | P1 | Sumit/Nishant | Closed | FRDM >> RE: LEVEL1-FREEDOM-CLEMPRD-ORACLE-OBJECTS-VALIDATION-objects validation for CLEMPRD database on col-cloragc-01.freedomh.com Failed. |

11.0 Monthly Change Control

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| **Change Ref** | **Environment / DB** | **Description** | **Actions** | **Status** | **Date** | **Actioned by** |
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11.0 Risk Register

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| **Risk Ref** | **Description** | **Impact** | **Status** | **Priority** | **Created** | **Closed** | **Owner** |
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| *O_SpecPlat_OracleDatabaseAppliance_clr* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleExadataDatabaseMachine_clr.bmp* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleRAC12c_clr.bmp* | *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleZFSStorage_clr_rgb.bmp* |
| *C:\Users\mlaing\AppData\Local\Microsoft\Windows\INetCache\Content.Word\O_SpecPlat_OracleGoldenGate_clr.bmp* | *O_SpecPlat_OracleBIFoundationSuite11g_clr* | *O_SpecPlat_OracleDB11gDataWarehousing_clr* | *O_SpecPlat_OracleEntMngr12c_clr* |
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